

**PRE-PROPOSAL CONFERENCE  
MEDICAID TRANSPORTATION (RFP #15-004)  
SCOPE OF WORK REVIEW II  
August 11, 2014**

1. Can our firm be in operation fewer than five years and qualify?

**Answer:** No. Points will be deducted on the scoring sheet for a company that has been open less than five years.

2. What is the role of the project manager?

**Answer:** The project manager will be the contact person for DSS contract manager.

3. Since you all are requesting to increase the number of providers, are there any current challenges with current providers?

**Answer:** We are expanding the number of providers because our Medicaid customer base has increased and more people are becoming eligible to use Medicaid transportation services. Our current transportation providers are operating at capacity.

4. Will the award for RFP go to the lowest bidder?

**Answer:** Not necessarily. We will look at the entire proposal to see who will best fit what the county is seeking.

5. What do you consider over-and-above doing emergency transport? What are the boundaries?

**Answer:** This is considered non-emergency transportation. We don't want to put our vendors at risk with an emergency situation. If a bidder is able to transport beyond the hours that are required in the RFP, then please include that information in the proposal.

6. Will DSS manage the call center?

**Answer:** Yes. DSS will manage the call center. The customer will call DSS and the transportation coordinator will verify that the client is authorized to travel. An authorization is emailed directly to the contractor. The client will call the contractor to arrange a pick up time for their trip. If the contractor has not received an authorization from DSS, the trip should not be scheduled because we will not pay for the trip.

7. What is the time frame for trips?

**Answer:** We will accept trip requests as far in advance as two weeks and request that we be contacted a minimum of three days in advance of a trip.

8. If the customer calls and needs a trip one day in advance, will DSS allow the request?

**Answer:** It depends if the vendors are actually full. Remember, the trips are non-emergency. Sometimes, we'll need to ask the client to reschedule their appointment so that we can ensure that they have transportation.

9. Can the customer make a call after 6 pm?

**Answer:** We have a 24 hour automated voice message system and the customer can leave a message.

10. What is the length of time to pick up and drop off?

**Answer:** One hour before and one hour after the appointment.

11. If a person wants to stop somewhere else for a drop off will they be eligible?

**Answer:** Yes, to a location such as the pharmacy. If they want to go to the location in between their pick up and drop off location, they must first get an authorization from DSS. Non medical trips, such as to the grocery store or library, will not be authorized.

12. If a person wants to have another person accompany them on a trip, will they have to be authorized?

**Answer:** Yes, they will need to be authorized also or we will not provide funding for their assistant. If they need assistance, it should be communicated with the provider.

13. Do you have any data on the wheelchair requirements for transportation?

**Answer:** No we don't. Equipment such as lifts will be needed to transport customers in wheelchairs, unless the client is able to get themselves out of the chair and into a seat in a vehicle.

14. Is there a minimum requirement for wheelchairs?

**Answer:** It will depend on your capacity for wheelchairs such as whether or not you have vehicles that have wheelchair lifts. You will have to specify it in the RFP.

15. What if you have to physically help a customer?

**Answer:** At most, you should only need to assist with opening doors and offering an arm for stabilization. Assistance could be provided for instance with putting a wheelchair in a trunk.

16. What is the capacity of the number of trips per month and is it around 200?

**Answer:** The RFP requires transporting the client at the lowest cost, so 200 trips per month are not guaranteed, depending on whether the winning bid is the lowest cost.

17. How will you determine who will need special assistance?

**Answer:** An assessment is conducted over the phone by the transportation coordinator. At other times, a special form is signed by their physician asking for a certain type of transportation. The contractor will know in advance if they are transporting a wheelchair or someone with special needs.

18. Are we allowed to transmit customer's information over our internet cloud system? It is also used to communicate with our drivers through a hand held device. The system is called "Drivers Anywhere". It is used by other transportation companies. After the information is shared with the driver, the trip information eventually disappears. If the device goes missing, they have the capacity to delete a file anywhere.

**Answer:** Will need to check with our legal department and get back to you.

19. Can we bill for price per mile?

**Answer:** The RFP is explicit in our request to have proposals submitted with a flat cost per trip.

20. What is the rate for Durham County?

**Answer:** Within Durham County, Chapel Hill and the Brier Creek area, the rate will be the same per trip.

21. Does the flat rate fee apply within a 10 to 20 miles radius?

**Answer:** The same flat rate fee applies. If the person is going from point A to point B, it will be considered the same rate.

22. Will all the forms submitted for the proposal need to be in triplicate?

**Answer:** Several will need to be in triplicate. The original will need to contain the three original copies of these forms. Guidelines are also specified in the RFP.

23. What percentage of no-shows does DSS has as their experience?

**Answer:** It depends on the circumstances. That's why the RFP requires letting DSS know daily if the client is missing their appointment. If the client gets three no-shows in a 90 day period, the services will be suspended for thirty days.

24. Are there any situations where the customer needs to be picked up after the scheduled time?

**Answer:** Yes, it has happened on occasion. These are unforeseen circumstances that may happen on occasion. When this occurs, there is close communication between the client, the contractor and DSS.

25. What has been the average distance of the trips over the last year?

**Answer:** We do not track mileage for each trip. We pay a flat rate for each trip and not per mile.

26. Does the proposal have references from other clients and is it a requirement?

**Answer:** Yes, it is the RFP requirement to provide business and client references.

27. How much notice do we have for a client to request transportation services?

**Answer:** We try not to do the day before. Majority of the clients are two to three days out. Some are as far out as two weeks. For dialysis patients, we get them approved at the end of each month for the following month.

28. In regards to vehicle requirements, what type of vehicles are needed to be used?

**Answer:** It depends on what type of vehicles you have available. You should include in your proposal what vehicles you have available.

29. How can we get a county or annual report with detailed information about current contractors, the number of trips transported?

**Answer:** Send a written request to Lynn Thomas or the Director of DSS to request financial information and reports.

30. Is there documentation required for minority and women owned enterprises?

**Answer:** Yes. There is specific paperwork required for this. That's a county requirement and Pamela Gails can help you with the forms that are required. Pamela's contact information is in the RFP.

31. What is the turn-around for the proposals?

**Answer:** After the proposals are submitted, a copy will be given to our selection committee. We will meet to review all of the proposals and score them. Then we will submit our recommendation to the director. The final award is approved by the director on or before October 3. The contract goes into effect November 15, 2015. Communication between Lynn Thomas and the bidder will occur during this time period.

32. Do you have some clients that need transportation on weekends?

**Answer:** A very small percentage of our clients will need weekend services.

33. Would it be okay if we were to submit brochures and would they cover any weight on the selection process?

**Answer:** Any additional information that you would like to submit is fine. It will not count towards the 20 page maximum and will not add to the overall score.